

# ADOA Remote Access Request



## ☐ Part 1 End User

(User Information)

<b>Applicant's Name</b>	Last	First	LAN User Id
<b>Agency and Address</b>			PON/SubPON (If State Agency Requesting)
<b>Phone # and Email</b>	( )		Email Address (required)
<b>Applicant's Signature</b>			Date
<b>Supervisor's Authorization</b>	Print Name/Signature	Date	Phone Number

## ☐ Part 2 Agency Authorization

(Agency Granting Access)

<b>Authorizing Agency</b>	<b>Division</b>	<b>Department</b>	<b>PON/SubPON</b>
Agency Address:		City	Zip Code
<b>Name</b> (Must be on agency MAC authorization list)	Please Print		
<b>Email Address</b>			
<b>Title</b>		Phone	
<b>Signature</b>			Date

## ☐ Part 3 Remote Access Accounts

(Information Security Services)

Please select which access you need:			
<b>VPN</b> (use with ISP)	New <input type="checkbox"/>	(Must have an Internet Service Provider in order to use VPN)	
<b>Terminal Service</b>	New <input type="checkbox"/>	(Available for ADOA ONLY) (VPN Account required to access remotely)	
<ul style="list-style-type: none"> <li>Special Applications: _____</li> <li>Network Drives/Folders: _____</li> </ul>			
<b>HOD</b>	New <input type="checkbox"/>	(VPN Account required to access remotely)	
<b>Security RACF:</b>	Name and Signature	Date	
<b>Date Received</b>	<b>Date Completed</b>	<b>Initials</b>	<b>User Id</b>

PLEASE FAX 602-542-0095

☐ **Part 1 End User Instructions****(Must be completed)**

The end user is the person requesting remote access and is required to fill out and sign this portion of the form. If a state employee, they will need to provide the PON/SubPON number of the agency/department they are assigned to. If this is not known, please provide the phone number and we will research it. Their supervisor will need to authorize (sign) this remote access request.

☐ **Part 2 Agency Authorization Instructions****(Must be completed)**

The authorizing agency is the agency granting access to the end user. An example of that would be, an employee from ADOA accessing ADOT's MVD records. ADOT would be the agency granting access and would need to authorize this form. If a 3<sup>rd</sup> party end user is requesting access to an agency's application, then the agency granting access would also need to provide their PON/SubPON, as they would be billed for this VPN access. Please fax your completed forms to 602-542-0095.

☐ **Part 3 Remote Access Accounts**

This part of the form will be verified and signed by Information Security Services.  
Account administrators will contact the customers with their username and password.

**Remote Access Instructions**

- **VPN Instructions**

- Login the VPN site at: <http://vpn.state.az.us> using the username password provided by the account administrator. Users can download and install the VPN client to their desktop, or use the web client On-Demand to create the VPN session through the Internet. VPN provides connection access only.

- **Terminal Services (ADOA only)**

- Terminal Services allows an individual to remotely access their network storage folders and work applications using a computer with an established VPN connection. To access Terminal Services, you will need to log into VPN, then launch a Remote Desktop session. To launch a session, go to your Start Menu→ Programs→ Accessories→ Communications, select Remote Desktop Connection. A connection dialog box will appear; type the server name your account administrator gave you. *(Your account administrator will provide you with specific information, such as, User ID/Password and a server name to connect to.)*
- Standard Terminal Services applications provide access to network drives, MS-Office suite, and GroupWise. If you have a need for a specific application (such as Remedy, Dot Project or Visio), please indicate it on the form.

- **Host on Demand (HOD)**

- Be prepared to provide your LAN User Id to the HOD account administrator. To log into HOD remotely, log into the VPN account. Once logged into VPN, open Internet Explorer...then for HOD, users can go to either:  
<http://ipcmt01.ipc.ad.state.az.us/hod/hod.html> (preferred method) or  
<http://159.87.39.245/hod/hod.html>
- HOD is only a 3270 terminal emulator (interface). A 3270 emulator allows a PC to communicate with a variety of mainframe applications.

- All NEW remote access requests will be processed through ADOA's Information Security Services office.
- Account administrators will contact customers with their Username and Passwords for each account.
- Please contact the Help Desk if you are experiencing any connectivity issues with any of the Remote Access accounts. The Help Desk may be reached at: 602-364-4444.
- Please contact the Help Desk for account change requests such as deletions or name changes.